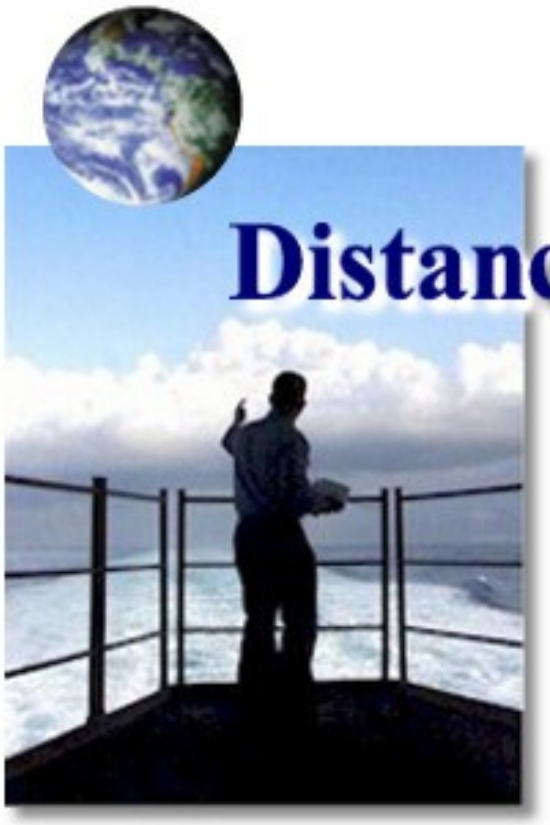


Distance Support

A world of support at your fingertips

Anchor Desk

I need to . . .

The Fleet's Information Super Highway
www.anchordesk.navy.mil

NAVSEA Philadelphia
Department 9401
(215) 897-1585

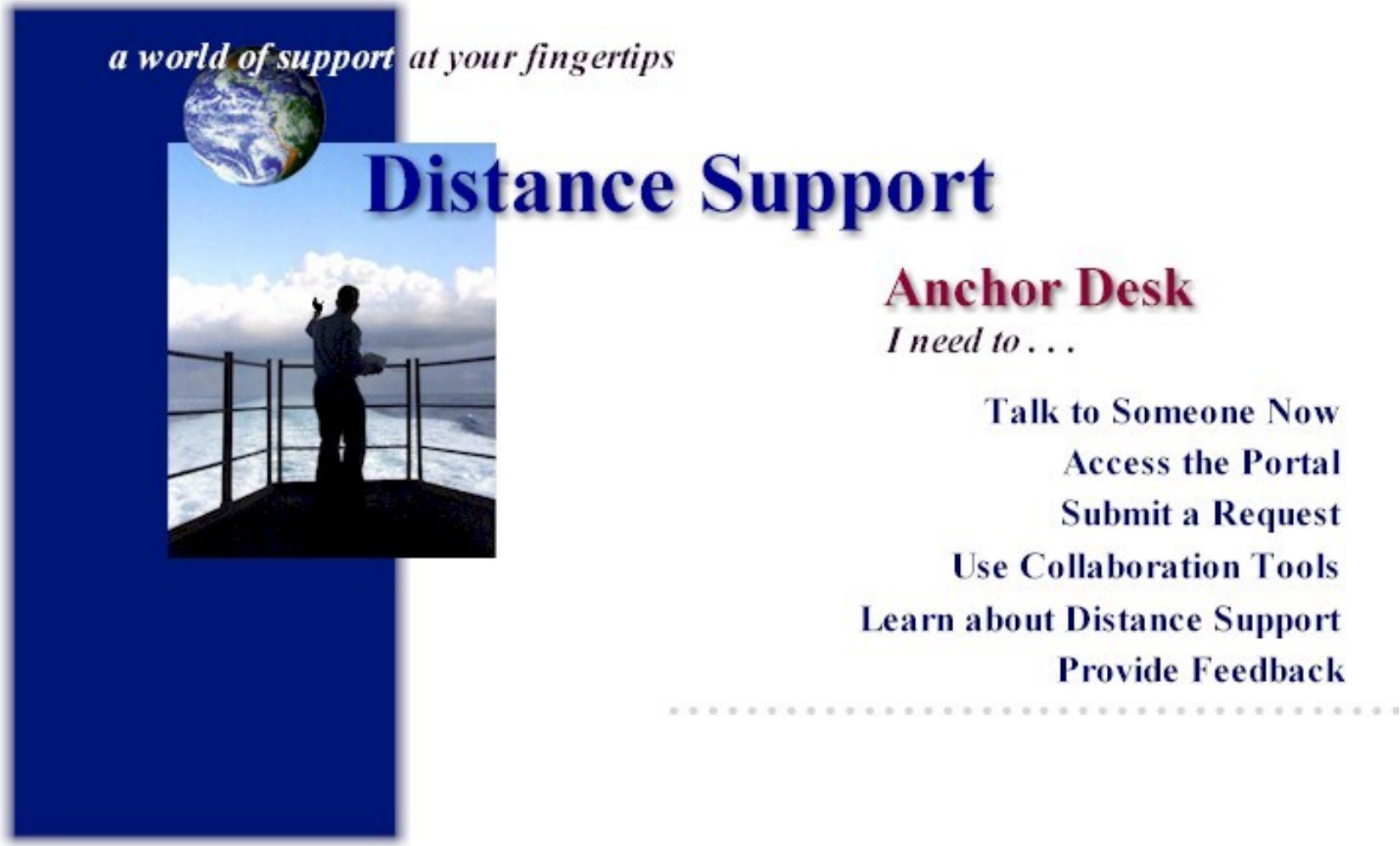
Adapting and transitioning today's support infrastructure and business processes
to the tools and technology of eBusiness and Information Technology.

Distance Support

What does Distance Support provide the Fleet?

- Provides the fleet with a single desktop point of entry to an integrated Distance Support tool bag, simplifying access to Naval maintenance, technical, supply, training, administrative and personnel resources…

Distance Support



Purpose

- Reduce Shipboard Workload And Streamline Support Infrastructure Access
- Increase Readiness
- Tune The Infrastructure
- Improve Feedback
- Reduce Requirements

Background

- Current Fleet Support Processes And Data Are Disjointed
- Numerous Methods Of Contacting Sources Of Support (SOS)
- CNO Directed The Development Of Distance Support Tools
- Distant Support Portal Designed To Provide A Single Point Of Entry To:
  - Answer Technical Questions
  - Solve Logistics Problems
  - Solve Maintenance Problems
  - Address Personnel Issues
  - Any question; any subject

Background (Continued)

- **Support Is Available**
  - **24-hours A Day**
  - **7-days A Week**
  - **365 Days A Year**
- **Not Designed To Replace Current Methods Of Support**
- **Act Only As The Single Point Of Entry To A Source Of Support**
- **Users Can Be Any Fleet Personnel Ashore Or Afloat**

Expectations

- **Provide Streamlined, Effective and Efficient Support.**

- **Through the Portal, Fleet Personnel have the Ability to Access or request Various Products, Services and Analyses.**

Expectations
(Continued)

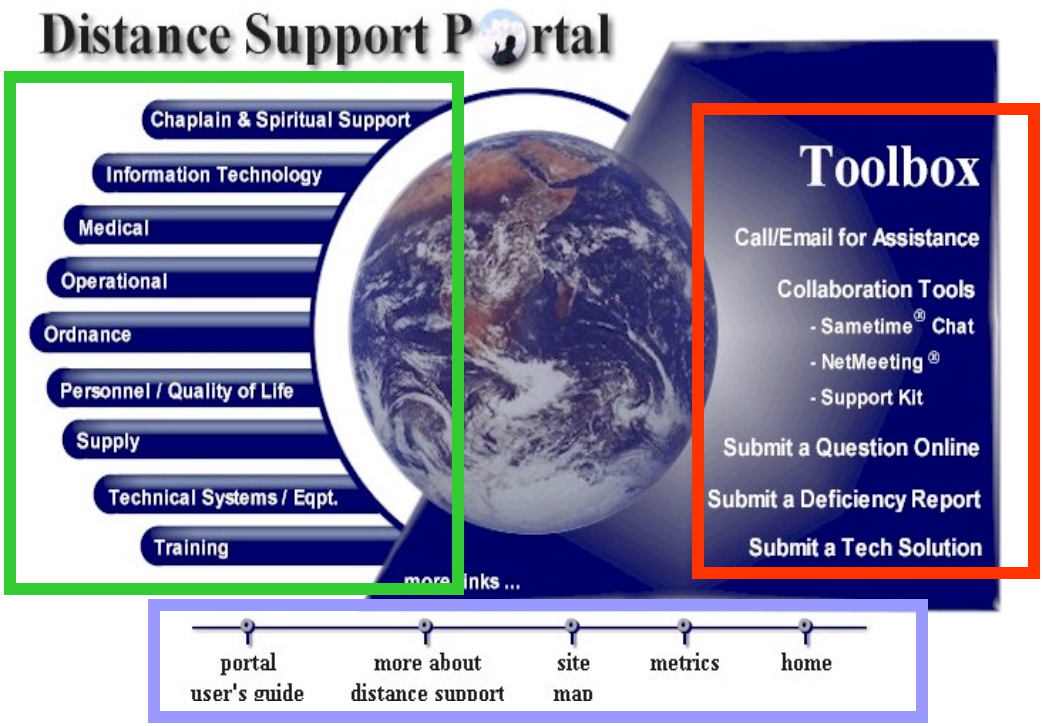
- Researching technical and maintenance problems.
- Gaining access to expert help to resolve problems.
- Acquiring updated tech manuals.
- Obtaining logistics assistance.
- Providing medical and personnel information.
- Training.

Requirements

- A local computer with the Distance Support Portal installed or an internet browser.
- CD-ROM drive to support locally installed applications.
- Communications capabilities, including, but not limited to, NIPRNet and/or SIPRNet Internet access.

* Some web sites require a Public Key Infrastructure Digital Certificate (PKI DC)and/or log-on IDs & passwords

Main Menu



- **Specific category support:**

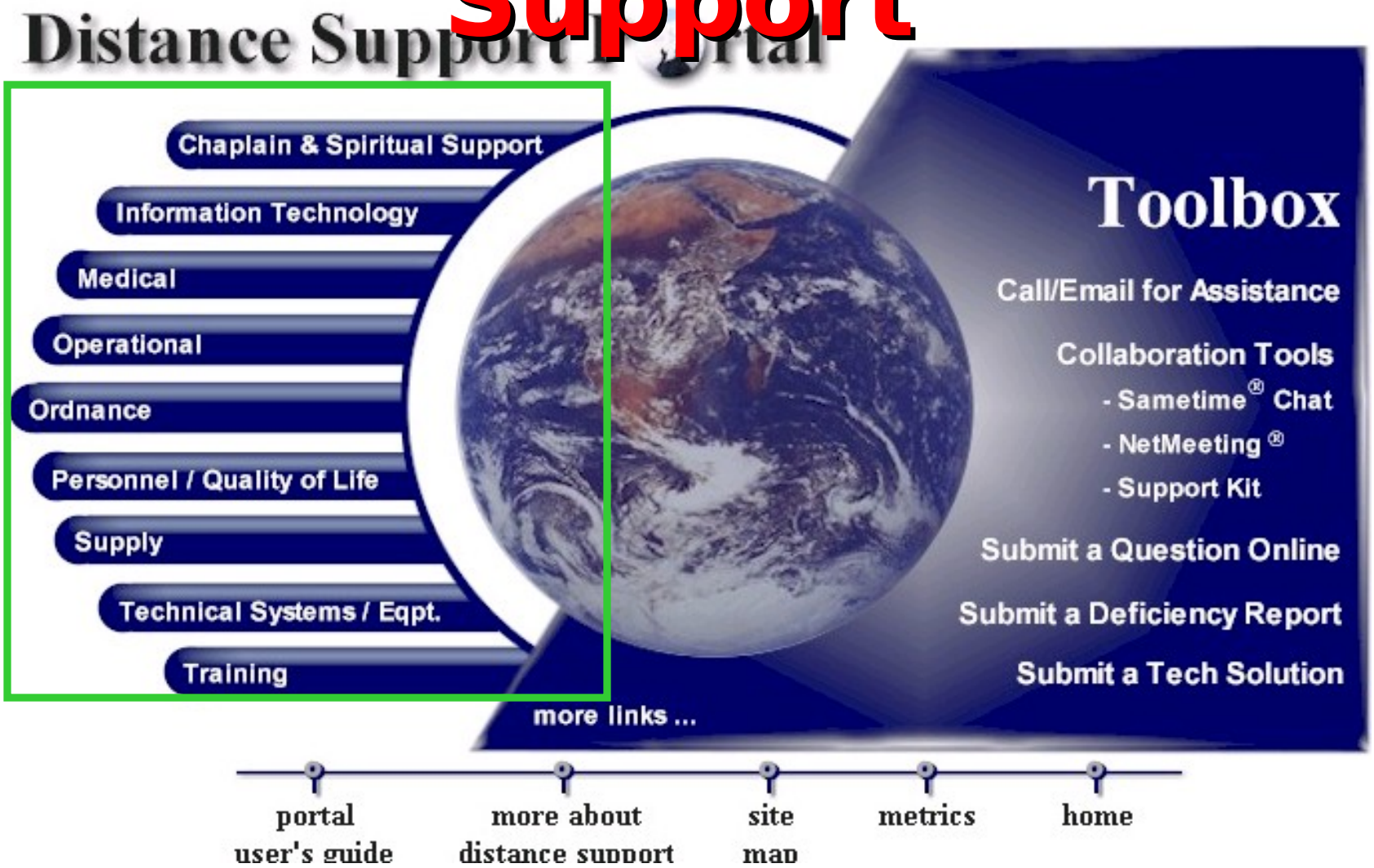
The left side of the main menu identifies specific categories of support.

- **Toolbox:**

Under the Toolbox area, a set of general assistance tools are found. Because of their universal application, they are found on every major menu throughout the Portal.

- **Portal/Distance Support specific links:**

Specific Category Support



Navigating within the Po

Distance Support
Anchor Desk

Site Requires User ID and Password

Some of the websites in the Distance Support Portal require the viewer to enter a User ID and Password in order to be able to navigate the site. The following sites found in this version of the Portal are fully or partially password protected. To get a User ID and Password for a particular site, click on the site name below and follow the instructions listed:

- Sailor to Engineer
- Test Equipment Management Information System (TEMIS)
- Lightweight Information Desk On-Line (LIDOL)
- Medical TeleLibrary
- Integrated Battle Force Training (IBFT)
- IT 21 / JDMS
- Joint Computer-Aided Acquisition and Logistic Support (JCALS)

Toolbox

Distance Support Portal
Chaplain & Spiritual Support
Information Technology
Medical
Operational
Ordnance
Personnel / Quality of Life
Supply
Technical Systems / Eqpt.
Training
more links ...
Toolbox
Call/Email for Assistance
Collaboration Tools
- Sametime® Chat
- NetMeeting ®
- Support Kit
Submit a Question Online
Submit a Deficiency Report
Submit a Tech Solution
portal user's guide
more about distance support
site map
metrics
home

Call/E-Mail for Assistance

Distance Support
Anchor Desk

Technical question?
Logistics problem?
Supply issue?

Talk to Someone Now!

NAVY INTEGRATED CALL CENTER

1-877-4-1-TOUCH
8 6 8 2 4

24 hours a day ▪ 7 days a week ▪ 365 days a year

Any Question -- Any Time -- Guaranteed Resolution

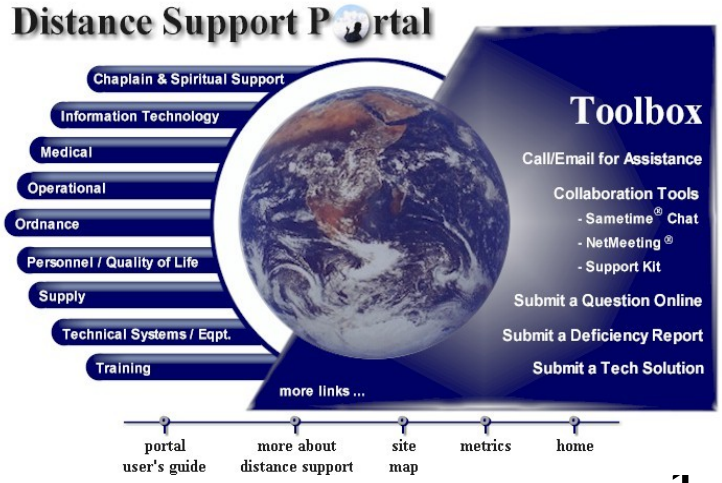
Contacting the Integrated Call Center by Phone
Contacting the Integrated Call Center via E-mail
Contacting the Integrated Call Center via Naval Message

Call/E-Mail for Assistance

- Submit any request to the Anchor Desk

  Phone 1-877-418-6824 (CONUS)
  DSN 510-428-6824 (OCONUS)
  E-mail Help@Anchor Desk.Navy.Mil
  PLAD ANCHORDESK

- All requests will be recorded and tracked using the Anchor Desk Customer Relationship Softwa (CRS)



Collaboration Tools

These collaboration tools can be used to exchange real-time information intra-ship, ship to ship, ship to shore and shore to shore.

The tools can be used independently or in conjuction with each other.

Lotus Sametime®

Microsoft NetMeeting®

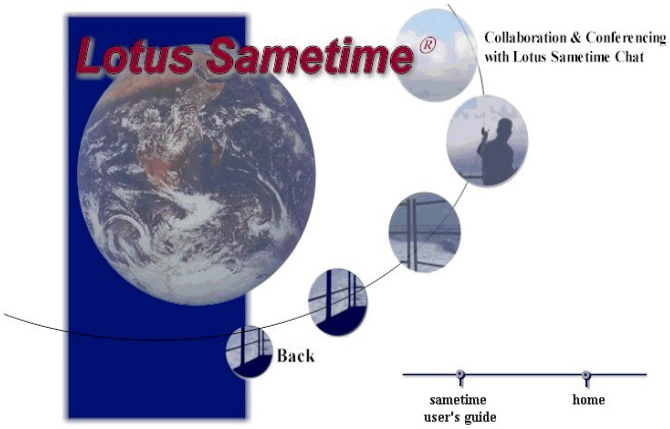
Support Kits

- *Kit "A"*
- *Kit "B"*

collaboration tools user's guide | back | home

Sametime ® Chat

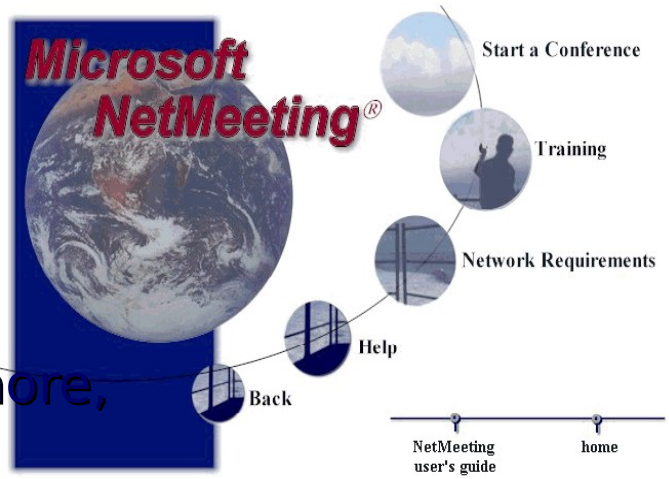
- Area currently under construction in Portal
  - Will provide setup and use instructions when complete
- Provides real-time collaboration capabilities similar to Microsoft NetMeeting®:
  - Whiteboard
  - Chat
  - File Transfer
  - Application Sharing
  - Audio
  - Video conferencing capabilities Intra-Ship, Ship to Ship, Ship to Shore, and Shore to Shore.



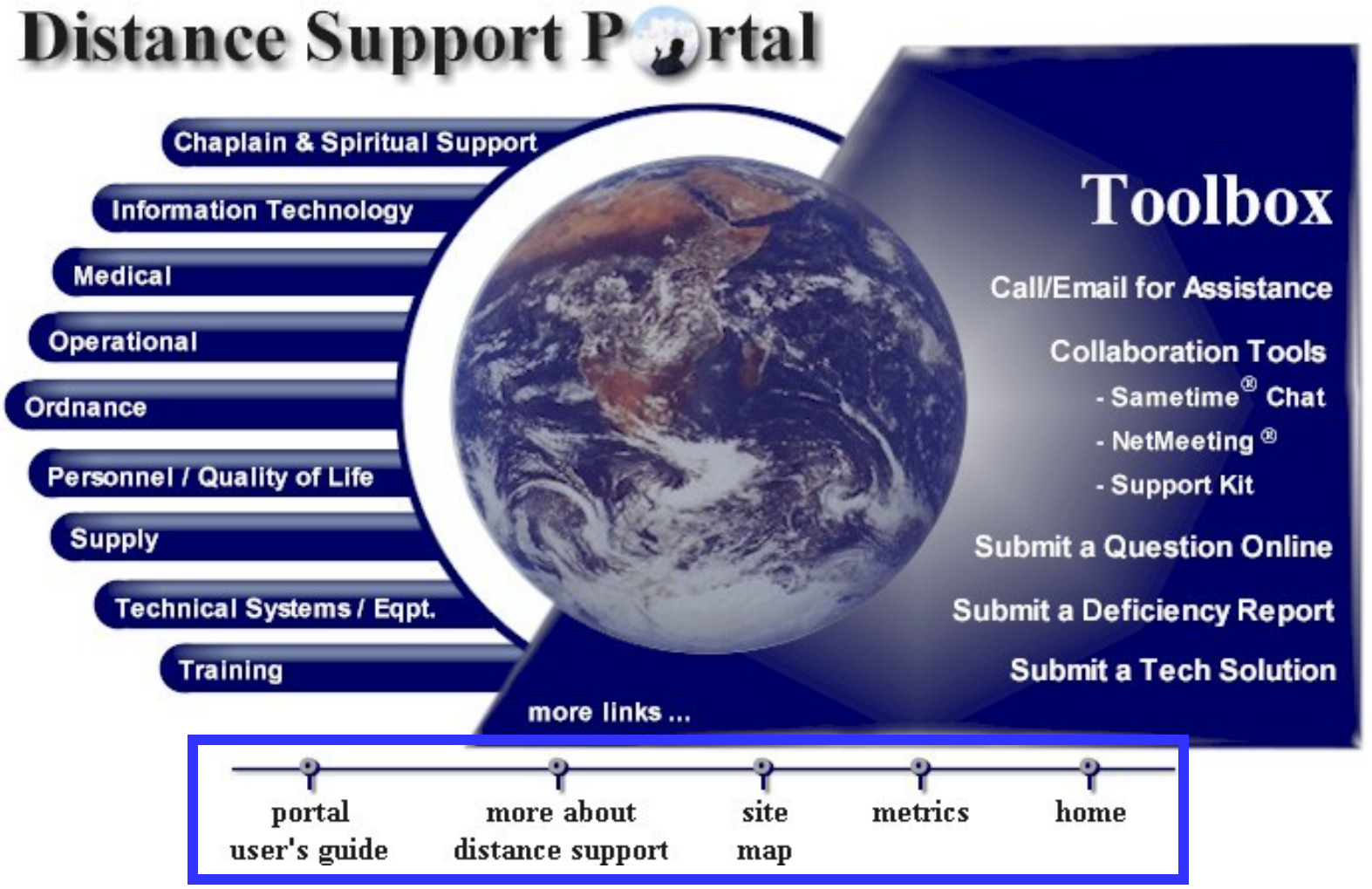
NetMeeting®

- Means to collaborate through existing ship/shore hardware and software via satellite connectivity to exchange real time information
  - SIPRNET: All capabilities are available on desktops
  - NIPRNET: Only Intra-Ship, Ship to Ship, and Shore to Shore Net Conferencing capabilities are available. Unfortunately, a secure Ship to Shore link is not yet available.

- Provides ships with
  - Whiteboard
  - Chat
  - File Transfer
  - Application Sharing
  - Audio
  - Video conferencing capabilities
  - Intra-Ship, Ship to Ship, Ship to Shore,
  - and Shore to Shore.



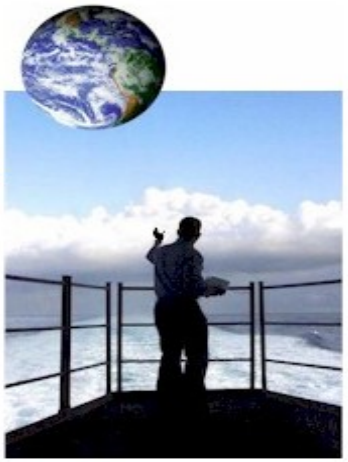
Portal/Distance Support Specific Links



Portal User's Guide

Distance Support Portal

User's Guide



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Introduction

- Description/Purpose
- Accessing the Portal
- The Home Page
- Portal Main Menu
- Navigating Within the Portal
- Portal Training
- Installation
- Uninstall

Portal Contents

Chaplain and Spiritual Support

- ChaplainCare

Information Technology

- IT 21/Joint Data Management System (JDMS)

Portal User's Guide

Portal Contents

Chaplain and Spiritual Support

- ChaplainCare

Information Technology

- IT 21/Joint Data Management System (JDMS)

Medical Support

- Virtual Naval Hospital
- RadWorks
- Medical E-mail
- Naval Telemedicine Business Office
- Medical TeleLibrary
- Interactive Medical Multimedia

Operational Support

- Navy Lessons Learned System (NLLS)
- Ship Availability Planning and Engineering Center (SHAPEC)

Detailed information is available within the User's Guide on all components of the Distance Support

- ⇨ Specific Programs
- ⇨ Toolbox

Distance Support Portal

A world of support at your fingertips

If you encounter any problems with the Distance Support Portal program, or if you still have questions, please contact ***Navy Integrated Call Center*** at:

1-877-4-1-TOUCH

http://www.anchordesk.navy.mil